

Enterprise Information Services

Section:	Litigation Application Maintenance Support
Unit:	AMS/LAMS
Position Number:	065-623-1583-019
Classification:	Senior Programmer Analyst (Specialist)
Date:	June 24, 2015

Supervision/Job Description: Under the general direction of the Data Processing Manager II within the Litigation Application Maintenance Support (LAMS) section, the incumbent develops, implements, and maintains Information Technology (IT) systems supported by Enterprise Information Services (EIS) for program areas including, but not limited to; Division of Adult Parole Operations, Division of Adult Institutions and the Board of Parole Hearings. The Senior Programmer Analyst (Specialist) (Sr. PA (Spec.)) performs lead programming functions within the section in the development of IT solutions using primarily Microsoft .NET and ORACLE solutions.

Knowledge: The incumbent, at this level, has exceptional knowledge with data processing concepts, practices, methods and principles, particularly the phases of the SDLC as implemented within the Enterprise Information Services Division (EIS). The incumbent applies this knowledge to IT projects and imparts this knowledge to other co-workers. The incumbent is proficient in application development and support of multi-tier architectures built-on and with Windows/UNIX servers, Oracle databases, client server applications, Web technology and middleware components. The incumbent has the knowledge and skills to apply the tools used in LAMS to solve application problems and implement application enhancements. To be successful, the Sr. PA (Spec.) plans, prioritizes, resolves issues, and completes the work in an effective, accurate, and timely manner.

The incumbent, at this level, communicates effectively, orally and in written form with peers in the California Department of Corrections & Rehabilitation (CDCR) as well as with external customers. The incumbent writes and oversees the development of project authority and budget documents, project status reports, project plans, and project documentation. The incumbent also gives verbal presentations to customers and briefings to EIS management.

Guidelines: The incumbent has extensive knowledge of the organization's business and takes into account the larger business perspective when proposing and designing IT solutions. The incumbent provides technical leadership in the development, implementation and maintenance of very complex, mission critical and long-term IT application systems. The incumbent performs project planning, coordinates project resources, and leads team efforts to develop IT systems. To be successful, the incumbent is expected to lead one or more teams, assign work to team leaders, assign work to team members, and follow up to ensure assignments are completed accurately and on schedule. The incumbent also directs and motivates team members to achieve project goals.

The Sr PA (Spec.) is responsible for following established procedures, system policies, operations and reference materials for the services provided. These include, but are not limited to: State Administrative Manual, Department Operations Manual, Strategic Information Systems Plan, Change Control policies and procedures, and various instructional and user manuals for hardware, software, and tools used and supported by LAMS.

Complexity: The breadth of the Sr. PA (Spec.) position includes analyzing, developing, and supporting enterprise-wide information systems that support departmental business functions. The Sr. PA (Spec.) will be involved in systems that could include, but are not limited to; the Parole Violation and Disposition Tracking System (PVDTS), the Board's Information Technology System (BITS), Disability and Effective Communication System (DECS) and other applications as necessary.

Personal Contact: The incumbent is expected to communicate effectively, orally and in written form with peers in the CDCR as well as with external customers.

The actual duties of the incumbent will include the following:

50%	Application Design, Development and Enhancements
	<ul style="list-style-type: none">• Independently analyze requirements and develop implementation plans.• Interview customers and prepare formal system requirement specifications.• Prioritize work, initiate contact with the appropriate staff and resolve issues.• Design, program, test and install systems.• Lead, prepare for, conduct, and participate in walk-throughs.• Develop solutions, code, test, document, and install revised applications.• Review project deliverables in each phase of the System Development Life Cycle.• Understand the business global enterprise to include political and regulatory issues as well as its goals and mission.• Prepare system, program and user documentation.• Lead and work with consultants and vendors.• Develop impact assessments of proposed executive and legislative changes.• Develop three-tier applications in the tools used and supported by LAMS.• Provide technical expertise to projects in the CDCR and advise CDCR management in the planning, development, and implementation of complex IT solutions.
25%	Application Maintenance
	<ul style="list-style-type: none">• Troubleshoot problems in production systems, isolate causes, develop solutions, code, test, document and install revised applications.• Test new operating environments and migrate existing systems.• Review plans, designs, and system specifications developed by other project teams to provide technical expertise and to identify necessary interfaces with assigned systems.• Provide backup support to system users and provide assistance/training as needed.• Understand general security concerns and implement/develop data backup/recovery procedures.• Lead team efforts to develop solutions for common maintenance problems.

15%	Project Plans, Schedules and Reporting
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- Develop project plans and schedules.
- Develop contingency plans as needed.
- Report project status, including risks and issues to LAMS Manager, project leaders, and internal and external stakeholders.
- Research, prepare and deliver presentations to users and EIS management.
- Assist with the development of contracts, Budget Change Proposals, Feasibility Study Reports, and Special Project Reports as needed.

10%	Methodologies, Standards, Training, Meetings and Others
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- Lead and participate in the development of methodologies and standards.
- Represent LAMS on committees to develop IT standards, including Enterprise Architecture, workstation and network standards, Infrastructure standards, and others as assigned.
- Participate in formal and informal training programs to strengthen programmer/analyst skills and knowledge of methodologies, techniques, tools, and packages.
- Be thoroughly familiar with the available tools, methods and procedures to complete assignments.
- Evaluate commercial software products to determine potential benefit to the organization.
- Understand, educate others, and follow CDCR's Change Management Processes.
- Understand and educate others in CDCR's Project Initiation process.
- Backup the Unit manager and participate in Section and Division meetings and other activities as required.
- Represent the CDCR at conferences, expositions, hearings involving IT issues.
- Train/mentor staff in complex technical areas and methodologies.
- Prepare and review training documentation and participate in user training activities.
- Participate in Division meetings and other activities as required.
- Participate in team meetings and other team activities as required.
- Research, investigate and keep current on trends in Information Technology.

Employee: _____

Date: _____

Immediate Supervisor: _____

Date: _____